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The InvestiQator

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INFORMATION HOTLINE

www.alis.gov.ab.ca

2005-2006

Click or Call...

for Career, Learning,
Employment
and Workplace
Information

Phone
Numbers

Websites



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Information

Alberta
HUMAN RESOURCES
AND EMPLOYMENT

the people
& workplace
department

Alberta Works

Alberta Works, administered by Alberta Human Resources and Employment, helps people find and keep jobs through training and job search services. It also helps employers meet their need for skilled workers and helps low-income Albertans cover their basic costs of living. It includes four components: Employment and Training Services, Income Support, Child Support Services, and Health Benefits (see page 11 for Alberta Child Health Benefit information).

For more information, contact:

Alberta Works Contact Centre
Toll-free: 1-866-644-5135
Edmonton: (780) 644-5135

Alberta Career Information Hotline
Toll-free: 1-800-661-3753
Edmonton: (780) 422-4266

Website:
www.gov.ab.ca/hre/albertaworks

Alberta Human Resources and Employment assists Albertans through its network of service centres. The following offices have Labour Market Information Centres (LMICs) where you can find information about the workplace, career options, education programs and funding, and finding work. Many LMICs have equipment you can use for work search purposes.

- Call the Alberta Career Information Hotline at **1-800-661-3753** toll-free throughout Alberta. In Edmonton, call **(780) 422-4266**.
- Call 310-0000 toll-free and, after the prompt, enter the number of an office listed below.
- Go to the ALIS (Alberta Learning Information Service) website at www.alis.gov.ab.ca and click on the Career Services Near You link for information on these and other offices.

Athabasca	(780) 675-2243
Barrhead	(780) 674-8345
Bonnyville	(780) 826-4175
Brooks	(403) 362-1278
Calgary	
• Century Park Place	(403) 297-6344
• Fisher Park Place II SE	(403) 297-4024
• Marlborough Mall NE	(403) 297-7570
• One Executive Pl. NW	(403) 297-3951
Camrose	(780) 608-2525
Claresholm	(403) 625-4457

Cold Lake	(780) 594-1984
Crowsnest Pass	(403) 562-3285
Drumheller	(403) 823-1616
Edmonton	
• Argyll Centre	(780) 644-2827
• City Centre	(780) 415-4900
• Fort Road	(780) 415-9831
• Meadowlark	(780) 415-8116
Edson	(780) 723-8317
Fort McMurray	(780) 743-7149
Grande Prairie	(780) 538-6234
High Level	(780) 841-4315
High Prairie	(780) 523-6794
Hinton	(780) 865-8273
Lac La Biche	(780) 623-5215
Lethbridge	(403) 381-5546
Lloydminster	(780) 871-6445
Medicine Hat	(403) 529-3663
Olds	(403) 507-8060
Peace River	(780) 624-6135
Pincher Creek	(403) 627-1125
Red Deer	(403) 340-5353
Rocky Mountain House	(403) 845-8590
St. Paul	(780) 645-6473
Slave Lake	(780) 849-7290
Stettler	(403) 742-7586
Vegreville	(780) 632-5453
Vermilion	(780) 853-8164
Wainwright	(780) 842-7500
Westlock	(780) 349-7700
Wetaskiwin	(780) 361-1272
Whitecourt	(780) 778-7149

Need Computer Access?

Need to find job postings, do related research through the Internet or print your résumé but don't have a computer? Try your local Alberta Human Resources and Employment service centre, Youth Connections office, public library or Community Access Program (CAP) site at cap.ic.gc.ca. Contact CAP at 1-800-575-9200 toll-free (TTY 1-800-465-7735 toll-free for callers who are deaf or hard of hearing), e-mail comaccess@ic.gc.ca, or call the Alberta Career Information Hotline to find a CAP site near you.

Youth

The following organizations and agencies help to serve youth.

Youth Connections offers free services to Albertans between the ages of 16 to 24, including career planning and counselling, workshops for résumé writing, job search and interview techniques, and work exploration activities with employers. There are Youth Connections offices throughout Alberta. Call the Alberta Career Information Hotline or visit www.youthconnections.gov.ab.ca to find the location nearest you.

Career, learning and employment services may be available in communities other than those listed above. Call the Alberta Career Information Hotline for details.

Youth *continued*

Skills Canada Alberta is a provincial, not-for-profit organization that actively promotes occupations in skilled trades and technologies to Alberta youth through a variety of programs. These culminate in an annual Provincial Skills Competition. Stakeholder groups include industry, education, labour and government.

Phone: (780) 493-2630
Website: www.skillsalberta.com

CAREERS: The Next Generation is an industry-driven private/public partnership dedicated to the career development of Alberta's youth. Its aim is to provide a continuous supply of skilled and motivated people to meet industry needs today and in the future. Programs include trades and technologies, health services and information and communications technologies.

Toll-free: 1-888-757-7172
Edmonton: (780) 426-3414
Website: www.nextgen.org

The Tech Prep Credential is a career development initiative that helps high school students apply what they learn in the classroom to real-life work situations. Participants demonstrate learning through a career portfolio and earn credentials recognized by Alberta Education.

Phone: (403) 342-3797
Website: www.careerprep.ab.ca

Aboriginal People

A number of employment centres throughout the province provide specialized career planning, educational planning and work search services for First Nations and Métis people. Call the Alberta Career Information Hotline for

services in your area. You may also want to check out these websites for additional resources for Aboriginal people.

Government of Alberta Aboriginal People Portal
www.gov.ab.ca (click on People Services under Service Alberta)

The Aboriginal Canada Portal
www.aboriginalcanada.gc.ca

A Guide to Aboriginal Organizations in Alberta
www.aand.gov.ab.ca
(Click on Strategic Services)

Alberta Native Friendship Centres Association
www.albertafriendshipcentres.ca

Persons with Disabilities

For up-to-date information and useful links, contact the following:

Disability Related Employment Supports addresses barriers to employment by providing assistive services and technologies to overcome barriers in the workplace, during job search or while pursuing education. Call the Alberta Career Information Hotline to find an Alberta Human Resources and Employment service centre near you.

Website: www.gov.ab.ca/hre/dres

Disability Weblinks lists programs and services offered by the federal, provincial and territorial governments for persons with disabilities.

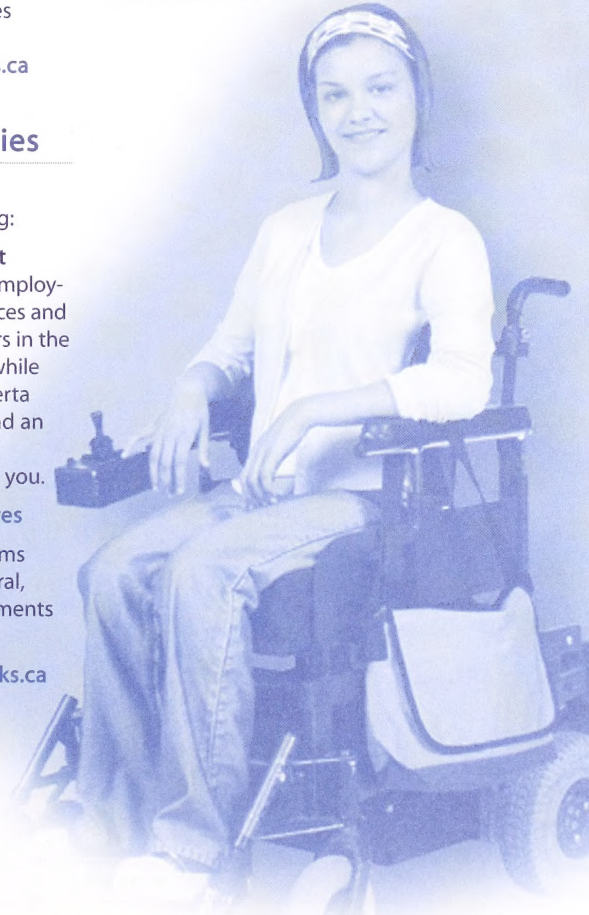
Website: www.disabilityweblinks.ca

WORKink Alberta provides job seekers, employers, entrepreneurs and professionals with resources to enhance the employment of persons with disabilities.

Website: ab.workink.com

Immigrants

For a list of organizations that serve and work with newly arrived immigrants, visit the Alberta Association of Immigrant Serving Agencies website at www.aaisa.ca or call the Alberta Career Information Hotline.



Education and Training

Education and Training

For institution websites, go to www.alis.gov.ab.ca/learning/pset/alberta.asp

Universities	Toll-free		
Athabasca University	1-800-788-9041	(780) 675-6111	Athabasca
University of Alberta		(780) 492-3113	Edmonton
• Augustana Campus	1-800-661-8714	(780) 679-1132	Camrose
University of Calgary		(403) 220-6645	Calgary
University of Lethbridge		(403) 320-5700	Lethbridge

Public Colleges

Alberta College of Art & Design	1-800-251-8290	(403) 284-7617	Calgary
Bow Valley College	1-866-428-2669	(403) 410-1400	Calgary
Grande Prairie Regional College	1-888-539-4772	(780) 539-2944	Grande Prairie
Grant MacEwan College	1-888-497-4622	(780) 497-5140	Edmonton
Keyano College	1-800-251-1408	(780) 791-4800	Fort McMurray
Lakeland College	1-800-661-6490	(780) 853-8400	Vermilion
Lethbridge Community College	1-800-572-0103	(403) 320-3280	Lethbridge
Medicine Hat College	1-866-282-8394	(403) 529-3819	Medicine Hat
Mount Royal College	1-877-676-0686	(403) 440-0148	Calgary
NorQuest College	1-866-534-7218	(780) 422-2020	Edmonton
Northern Lakes College	1-866-652-3456	(780) 751-3200	Grouard
Northern Lakes College		(780) 849-8600	Slave Lake
Olds College	1-800-661-6537	(403) 556-8281	Olds
Portage College	1-888-623-5551 ext. 5580	(780) 623-5580	Lac La Biche
Red Deer College	1-888-732-4630	(403) 342-3400	Red Deer

Private Colleges Offering Accredited Degree Programs

Alliance University College	1-800-461-1222	(403) 410-2900	Calgary
Canadian University College	1-800-661-8129	(403) 782-3381 ext. 4127	Lacombe
Concordia University College of Alberta	1-866-479-5200	(780) 479-9220	Edmonton
DeVry Institute of Technology (Calgary)	1-800-363-5558	(403) 235-3450	Calgary
The King's University College	1-800-661-8582	(780) 465-8334	Edmonton
Nazarene University College	1-800-461-1222	(403) 410-2900	Calgary
St. Mary's University College		(403) 531-9130	Calgary
Taylor University College and Seminary	1-800-567-4988	(780) 431-5200	Edmonton

Technical Institutes

Northern Alberta Institute of Technology	1-800-661-4077	(780) 471-6248	Edmonton
• Fairview Campus	1-888-661-4077	(780) 471-6248	Fairview
Southern Alberta Institute of Technology	1-877-284-7248	(403) 284-7248	Calgary

Specialized Education

The Banff Centre			
• Arts Programs	1-800-565-9989	(403) 762-6180	Banff
• Leadership Development Programs	1-800-590-9799	(403) 762-6122	Banff
• Mountain Culture Programs	1-800-298-1229	(403) 762-6369	Banff

Private Institutions With Licensed Programs

There are over 145 private institutions in Alberta offering licensed vocational training programs. These programs include training in areas such as information technology, hairstyling, health-related occupations and commercial truck driving. For a listing of licensed programs, call the Private Institutions Branch, Alberta Advanced Education, at (780) 427-5609 or visit your nearest Alberta Human Resources and Employment service centre.

Distance Learning

Many post-secondary institutions throughout Alberta and Canada provide distance learning programs in print or on-line. To find out what opportunities may be available to you, check EDinfo at www.alis.gov.ab.ca/edinfo or call the Alberta Career Information Hotline.

Alberta Distance Learning Centre

The Alberta Distance Learning Centre (ADLC) offers accredited courses to:

- supplement your current high school program
- complete your Alberta high school diploma
- upgrade your course marks to meet admission requirements for college, university or to enter a trade.

For more information check the ADLC website at www.adlc.ca, call 1-866-774-5333 toll-free across Alberta or contact the ADLC office nearest you at:

Barrhead

Phone: (780) 674-5333

Fax: (780) 674-7593

Edmonton

Phone: (780) 427-2766, press 0

Fax: (780) 427-3850

Calgary

Phone: (403) 290-0977

Fax: (403) 290-0978

Lethbridge

Phone: (403) 327-2160

Fax: (403) 327-2710

Educational Consortia

Educational consortia are associations of adult learning centres, post-secondary institutions and communities that offer a wide range of credit programs or courses for local residents. Contact the consortium in your area to find out what is offered in your community.

Big Country

Drumheller (403) 823-8300
Stettler (403) 742-6700

Chinook

Blairmore (403) 562-2853
Claresholm (403) 625-4231
Pincher Creek (403) 627-4478

Pembina

Drayton Valley (780) 542-5400
Fox Creek (780) 622-3758
Rocky Mountain
House (403) 845-7200
Westlock (780) 349-7775
Whitecourt (780) 778-2000
Website: www.pec.ab.ca

Yellowhead Region

Edson (780) 723-5206
Grande Cache (780) 827-4340
Hinton (780) 865-7666
Jasper (780) 852-2101
Website: www.yrec.ab.ca

First Nations Adult and Higher Education Consortium

Calgary (403) 258-1775
Website: www.fnahec.org

Academic Upgrading

Several institutions offer suitable programs for adults who want to take courses at the high school level. Many public and private colleges and technical institutes offer part-time and full-time programs designed to help students upgrade their academic skills. These programs may be called academic upgrading, college preparation,

bridging, pre-technology, pre-careers or transitions programs.

For more information, contact the publicly funded institutions, private schools or the community consortium office near you or visit their websites. Contact information is available through the Alberta Career Information Hotline or from EDinfo, the database of post-secondary education programs in Alberta, at www.alis.gov.ab.ca/edinfo

Many public and private schools offer part-time adult education courses. For information, visit EDinfo, call your local school board(s) or visit www.education.gov.ab.ca/ei/maps/

English as a Second Language (ESL)

To have your English skills assessed or to get a referral to ESL classes, contact the Language Assessment and Referral centres:

Edmonton: (780) 424-3545
Website: www.catholicsocialservices.ab.ca
(click on ESL Programs and Services directory)

Calgary: (403) 262-2656
Website: calgaryimmigrantaid.ca
(click on Services, then ESL directory)

ESL learners may also receive services from Community Adult Learning Councils and volunteer tutor adult literacy programs. For information, contact Alberta Advanced Education, Community Programs Branch, at (780) 427-5624.

Literacy Help Line

Do you need help with reading, writing or math skills, or do you want to help

others learn these skills?

Call 1-800-767-3231 toll-free in Alberta.

General Educational Development (GED)

The GED (high school equivalency) test test—satisfies minimum academic requirements of a high school education and generally includes the basics in writing, literature, math, social studies and science. Testing occurs several times each the year. For more information, contact Alberta Advanced Education at (780) 427-0010.

High School Transcripts

If you attended high school in Alberta, you can get transcripts from Alberta Education:

- at www.education.gov.ab.ca/learning/student-services
- in person, by mail or by fax at:
Transcript Office
Alberta Education
2nd Floor, 44 Capital Boulevard
10044-108 Street
Edmonton, AB T5J 5E6
Fax: (780) 422-2137

You **cannot** order transcripts by telephone. There is a \$10 fee for each official transcript.

International Qualifications Assessment Service (IQAS)

IQAS is a service to assess the qualifications of people educated or certified outside of Canada.

Edmonton: (780) 427-2655
Website: www.advancededucation.gov.ab.ca/iqas

Alberta Apprenticeship and Industry Training

Trade Apprenticeship and Occupation Training Information

Alberta's registered apprenticeship and occupation training programs can provide you with a rewarding career. For information about apprenticeship and occupation training in Alberta, or for a copy of an application, visit the website www.tradesecrets.org or contact any Apprenticeship and Industry Training (AIT) office listed below.

Bonnyville	(780) 826-6142
Calgary	(403) 297-6457
Edmonton	(780) 427-8517
Fort McMurray	(780) 743-7150
Grande Prairie	(780) 538-5240
Hinton	(780) 865-8293
Lethbridge	(403) 381-5380
Medicine Hat	(403) 529-3580
Peace River	(780) 624-6529
Red Deer	(403) 340-5151
Slave Lake	(780) 849-7228
Vermilion	(780) 853-8150

Become a registered apprentice in any of 51 designated trades or a trainee in any of three designated occupations (three additional occupations provide for certification but no industry-approved trainee program is currently available).

These industry-designed programs can help you develop skills currently in demand by employers in Alberta, across Canada and around the world. In addition to full-time training, technical training may be available one day a week, evenings or weekends, on the job site or through various forms of distance learning. Financial assistance programs are available.

Earn an Alberta Journeyman Certificate (Number of certificates available)

- Agricultural Equipment Technician
- Appliance Service Technician
- Auto Body Technician (4)
- Automotive Service Technician
- Baker
- Boilermaker
- Bricklayer
- Cabinetmaker
- Carpenter
- Communication Technician
- Concrete Finisher
- Cook
- Crane & Hoisting Equipment Operator (7)
- Electrical Motor Systems Technician
- Electrician
- Electronic Technician
- Elevator Constructor
- Floorcovering Installer
- Gasfitter (2)
- Glazier (2)
- Hairstylist
- Heavy Equipment Technician (4)
- Instrument Technician
- Insulator
- Ironworker (2)
- Landscape Gardener
- Lather-Interior Systems Mechanic
- Locksmith
- Machinist
- Millwright
- Motorcycle Mechanic
- Outdoor Power Equipment Technician (4)
- Painter & Decorator
- Parts Technician
- Plumber
- Power Lineman
- Power System Electrician
- Recreation Vehicle Service Technician
- Refrigeration & Air Conditioning Mechanic
- Rig Technician (3)
- Roofer
- Sawfitter (2)
- Sheet Metal Worker
- Sprinkler Systems Installer
- Steamfitter-Pipefitter
- Structural Steel & Plate Fitter
- Tiler
- Tool & Die Maker
- Transport Refrigeration Technician
- Water Well Driller
- Welder

Earn an Alberta Occupation Certificate (Number of certificates available)

- Construction Craft Labourer
- Gas Utility Operator
- Oil & Gas Transportation Services (6)
- Steel Detailer
- Warehousing (3)
- Well Testing Services Supervisor (3)

High School Students—Earn Credits...Earn Money

Become an apprentice through the Registered Apprenticeship Program (RAP). You can earn credits towards your apprenticeship and high school diploma and earn money at the same time.

For more information or for a copy of the application form, contact the RAP co-ordinator at your high school (sometimes it's your counsellor or principal).

Scholarships for RAP Apprentices

Excellent work is rewarded—50 annual scholarships of \$1,000 each are available for RAP apprentices.

These scholarships recognize the accomplishments of Alberta high school students taking the RAP program and encourage students to continue their apprenticeship training after completing high school.

Applications are available from high school guidance counsellors, the Alberta Scholarship Programs office at (780) 427-8640, any Apprenticeship and Industry Training (AIT) office or the AIT website at www.tradesecrets.org

Scholarships for Registered Apprentices and Trainees

The Alberta Apprenticeship and Industry Training Scholarships provide 165 annual awards of \$1,000 each.

These scholarships recognize the excellence of Alberta apprentices in a trade and trainees in a designated occupation and encourage recipients to complete their apprenticeship or occupational training programs.

Applications are available from the Alberta Scholarship Programs office at (780) 427-8640, any AIT office or the AIT website at www.tradesecrets.org



Student Funding

Student financial assistance programs are designed for students in financial need. Depending on your situation, you may receive funding in the form of a government student loan (Canada and Alberta), grant, scholarship or bursary.

A student **loan** is money you have to pay back—with interest. A **grant** does not have to be repaid but may be considered taxable income. Grants are awarded only in special situations. Like a grant, a **bursary** may also be available only in certain situations. A **scholarship** is a monetary award for academic excellence in a specific area of study or in recognition of other achievements.

Student Funding Contact Centre

The Student Funding Contact Centre provides information about post-secondary loans and grants as well as Alberta Works funding and benefits for learners. The centre, operated by Alberta Human Resources and Employment and Alberta Advanced Education, handles all **telephone**, **e-mail** and **fax** inquiries from Albertans, educational institutions and other delivery partners.

Toll-free in Canada: 1-800-222-6485

Edmonton: (780) 427-3722

Fax: (780) 422-4516

E-mail: Go to the ALIS website at www.alis.gov.ab.ca, click on Students Finance and scroll down to e-Contact Service.

Student funding advisors are available Monday to Friday from 8:15 a.m. to 4:30 p.m., excluding holidays.

Did you know?

- All student funding applications are automatically assessed for eligibility for the Alberta Opportunities Bursary, the Canada Millennium Bursary and the Alberta Student Loan Relief Program.
- You may need to submit an application for some scholarships, grants and bursaries. Check the application requirements for each one.
- Some scholarships, such as the Rutherford and Registered Apprenticeship Program (RAP) scholarships, are available to high school students.
- An electronic student funding application takes about two weeks to process and a paper application takes about three to four weeks.
- To ensure that your funding application is complete and that you have enclosed the appropriate documentation, ask for help from your high school, the Student Awards Office at a post-secondary institution, the Student Funding Contact Centre, a Youth Connections office or your local Alberta Human Resources and Employment service centre.

Student Funding Information on ALIS

For information on Alberta student loans, grants and bursaries, go to www.alis.gov.ab.ca/studentsfinance.

To submit an electronic application for funding, follow the link from the Students Finance home page.

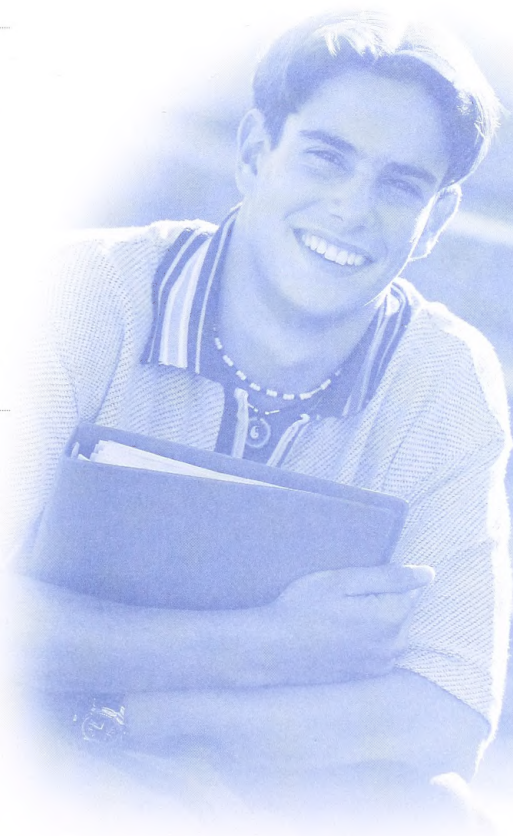
For information on scholarships and bursaries, visit www.alis.gov.ab.ca/scholarships

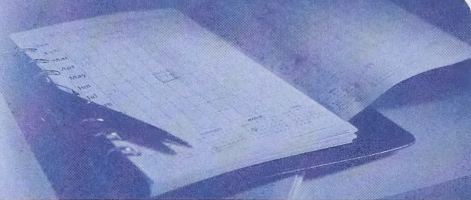
Other Sources of Student Funding Information

There are other ways to find information on student funding. Contact:

- any high school
- the Student Awards Office at post-secondary institutions
- your training provider
- a Youth Connections office
- your local Alberta Human Resources and Employment service centre.

For a complete listing, go to the ALIS website and click on Career Services Near You.





Employment Standards

Alberta's Employment Standards encompasses the minimum standards of employment for employers and employees, including payment of earnings, minimum wage, hours of work and rest periods, overtime and overtime pay, vacations and vacation pay, general holidays and holiday pay, maternity and parental leave and termination of employment.

- Alberta's minimum wage will increase to \$7.00 per hour from \$5.90 per hour on September 1, 2005.
- In Alberta the following are general holidays: New Year's Day, Alberta Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and any other day designated by the employer.

Phone: (780) 427-3731
Website: www.gov.ab.ca/hre/employmentstandards

Workplace Health and Safety

Workplace health and safety deals with the dangers or potential hazards that may affect your health or safety at the worksite. Workplace Health and Safety in Alberta Human Resources and Employment helps employers and workers ensure safe, fair and healthy worksites for Albertans. A shared commitment by industry, safety associations, labour and government to significantly reduce workplace injuries and illnesses means Albertans will be hearing a lot more about workplace health and safety. The Work Safe Alberta initiative, *Healthy Workers, Safe Worksites*, is vital to making Alberta the best place to work. Visit the website to subscribe

to a monthly e-mail notice or browse the *Occupational Health & Safety Magazine*, published three times a year.

Workplace Health and Safety Call Centre
Toll-free: 1-866-415-8690
Edmonton: (780) 415-8690
Website: www.whs.gov.ab.ca

Canada-Alberta JOBS

Canada-Alberta Job Order Bank Services (JOBS) serves Alberta job seekers and employers.

Job seekers can find job opportunities through:

- the Internet Job Bank at www.jobbank.gc.ca
- employment telemessage:
Toll-free: 1-800-727-2925
Edmonton: (780) 917-4899

Employers can post job opportunities free of charge:

- on-line at: www.jobbank.gc.ca
- by fax:
Toll-free: 1-800-666-5014
Edmonton: (780) 415-1647
- by phone:
Toll-free: 1-800-999-1546
Edmonton: (780) 427-5627

Job Match is a new service option that allows job seekers to create a profile, advertise or match their skills. And, it allows employers to find people whose occupational background, skills and experience match their advertised requirements.

Self-Employment

For up-to-date information and useful links, visit Self-Employment on the ALIS website at www.alis.gov.ab.ca/employment/se

The **Self-Employment Program** helps unemployed Albertans obtain skills and knowledge to start their own business. It offers formal classroom instruction in developing a business plan, marketing, managing finances and one-on-one small business counselling. Visit www.gov.ab.ca/hre/fact_sheets and click on Self-Employment Program.

The **Business Link** offers information to Alberta entrepreneurs on start-up, incorporation, regulatory requirements, marketing, exporting, financing, Aboriginal business, e-business and government programs and services.

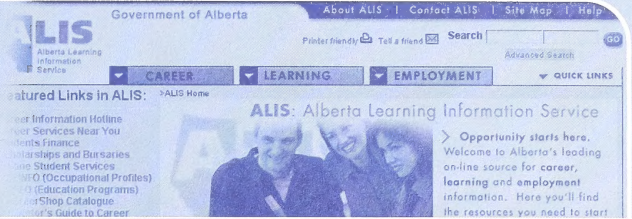
Toll-free: 1-800-272-9675
Edmonton: (780) 422-7722
Fax: (780) 422-0055
Website: www.cbcs.org/alberta

Calgary Business Information Centre helps entrepreneurs in the Calgary region increase their level of business success by learning about their options and getting access to resources and expertise.

Calgary: (403) 221-7800
Fax: (403) 221-7817
Website: www.calgary-smallbusiness.com

Alberta Women Entrepreneurs provides financing, advice, business skill development and networking opportunities for Alberta women who are starting, purchasing or expanding a business.

Toll-free: 1-800-713-3558
Edmonton: (780) 422-7784
Calgary: (403) 777-4250
Website: www.awebusiness.com



On-line Resources

ALIS: Alberta Learning Information Service

The keys to your future are at your fingertips at www.alis.gov.ab.ca. With over 2.3 million visitors each year, the ALIS website is Alberta's on-line source for career, learning, employment and workplace information. Provided through a provincial government partnership of Alberta Human Resources and Employment, Alberta Education and Alberta Advanced Education, the website provides Albertans with information on:

- career planning
- education, training and certification
- occupations
- wages and salary
- students finance
- scholarships and bursaries
- labour market trends
- job postings
- employment standards
- workplace health and safety
- self-employment

Some of the site's unique features include detailed listings of 530+ occupations (OCCinfo), weekly tip articles on career, learning or employment topics, video career clips and the ability to apply for student loans on-line. A variety of publications are also accessible through the ALIS website.

New features

- **OCCinfo** now can generate lists of relevant occupations based on your interests, high school subjects and post-secondary fields of study. The new search functions are in addition

to existing searches by occupational title, industry, NOC code, occupational outlook, apprenticeship, educational requirements and lifting requirements.

- **CAREERinsite** is a new five step career planning feature.

Print Resources

Alberta Human Resources and Employment produces publications that help you make informed decisions about career and educational planning, work search, worker safety, change and transitions and many other topics. Your Alberta Career Information Hotline advisor can recommend and send you free publications. If you have on-line access, you can download the publications or order print copies at www.alis.gov.ab.ca/careershop

Aboriginal People

- *Seekers and Storytellers: Aboriginal role models share their career journeys* (book and poster)

Immigrants

- *Welcome to Alberta: Information for immigrants*
- *Working in Alberta: A guide for internationally trained and educated immigrants*

Older Workers

- *A Guide for Midlife Career Moves*

People with Disabilities

- *Employment Series for Persons with Disabilities: Tips for employers • Tips for job seekers • Tips for service providers* (three resources in this series)

Youth

- *Career Gear* organizer and poster

The following resources are appropriate

for a wide range of audiences.

Career Planning

- *Career Planner: Choosing an occupation*
- *Finding Out: How to get the information you need to make the choices you want*
- *Lasting Gifts: Parents, teens and the career journey*
- *Multiple Choices: Planning your career for the 21st century*
- *Radical Change in the World of Work: The workbook*
- *Skills Plus Handbook: Discovering your personal career assets*
- *Volunteering: How to build your career by helping others*



Print Resources *continued*

Education Planning

- *Adult Back to School Planner*
- *Education and Training Planner*
- *Money 101: Budgeting basics for further education*
- *Time to Choose... a post-secondary education program 2005–2006*
- *Training for Work*

Occupational Information

- *Alberta Careers Update*
- *Making Sense of Labour Market Information*

Work Search/Job Maintenance

- *Advanced Techniques for Work Search*
- *Job Seeker's Handbook: An introductory guide to finding work*
- *Job Smart: Tips for staying employed*
- *Self-Employment: Is it for me?*
- *Workability Handbook*

Transitions

- *Change and Transitions* (book and poster)
- *Creating a New Future: The job-loss workbook*
- *Positive Works II*
- *Women Today, Edition 1: Success on your own terms*
- *Women Today, Edition 2: Making it work*

Workplace Resources

- *Better Balance, Better Business: Options for work-life issues*
- *Diversity: A strategy to meet your need for skilled workers*
- *Finders & Keepers: Recruitment and retention strategies*
- *A Guide to Rights and Responsibilities in Alberta Workplaces* (book and poster)
- *Let's Talk: A guide to resolving work place conflicts*
- *Skills by Design: Strategies for employee development*

Worker Safety

- *X-treme Safety: Survival tips for rookies in the workplace* (book and poster)

Counsellor's Corner

Professional resources are available for career practitioners and teachers to support work in classrooms, group workshops and with individuals. For a complete list of publications and products, refer to www.alis.gov.ab.ca/careershop or phone the Alberta Career Information Hotline for a CareerShop catalogue.


Events and Resources

- Canada Career Week, October 30 to November 5, 2005. Copies of the *Canada Prospects* magazine are available from www.alis.gov.ab.ca/careershop Website: www.alis.gov.ab.ca/canadacareerweek or www.canadacareerweek.com
- Building Tomorrow Today consultation for career development, May 5–7, 2006, Grant MacEwan College, Edmonton
- Career Development Association of Alberta Website: www.careerdevelopment.ab.ca
- Canadian Foundation for Economic Education. Visit the Virtual Resource Centre (VRC), VRC Database and VECTOR—youth serving agencies can access free downloads of career resources and videos. Website: www.cfee.org

Keep current with the latest resources by subscribing to e-CareerShop News at www.alis.gov.ab.ca/subscription

Service Alberta

Looking for Government of Alberta information? For access to provincial programs and services, call 310-0000 or visit the Service Alberta website at www.gov.ab.ca.

 Deaf or hard of hearing callers with a TTY can reach Alberta government offices by dialing (780) 427-9999 in Edmonton or 1-800-232-7215 toll-free in other Alberta locations.

Alberta Human Rights and Citizenship Commission

The Commission provides public information and education programs and helps Albertans resolve human rights complaints.

Edmonton: (780) 427-7661
Calgary: (403) 297-6571
Website: www.albertahumanrights.ab.ca
E-mail: humanrights@gov.ab.ca

Because of confidentiality concerns, the Commission cannot reply to complaints of discrimination by e-mail.

Alberta Child Health Benefit

This premium-free health benefit plan provides dental, optical, emergency ambulance, essential diabetic supplies and prescription drug coverage for children living in low-income families.

Toll-free: 1-877-469-5437
(1-877-4MY-KIDS)
Edmonton: (780) 427-6848
Website: www.gov.ab.ca/hre/achb

Assured Income for the Severely Handicapped (AISH)

AISH is an income support program for adult Albertans with a permanent disability that severely impairs their ability to earn a living.

Toll-free: 1-866-644-5135
Edmonton: (780) 644-5135
Website: www.seniors.gov.ab.ca/aish
E-mail: isccc@gov.ab.ca

Consumer Information

The Consumer Information Centre provides consumer tips, information and alerts.

Toll-free: 1-877-427-4088
Edmonton: (780) 427-4088
Registries Information: (780) 427-7013
Corporate Registry: (780) 427-2311
Website: www.gov.ab.ca/gs/information/consumer

Seniors Information Line

This is a telephone information and referral service on provincial programs and services for seniors in Alberta.

Toll-free: 1-800-642-3853
Edmonton: (780) 427-7876

Workers' Compensation Board (WCB)


WCB is a not-for-profit mutual insurance corporation funded entirely by employers that provides workplace liability and disability insurance to workers and employers.

Toll-free: 1-866-922-9221
Edmonton: (780) 498-3999
Calgary: (403) 517-6000
Website: www.wcb.ab.ca

Government of Canada

Call 1-800-O-Canada (1-800-622-6232) toll-free to be directed to an appropriate Canadian government office. Assistance is available from 8 a.m. to 8 p.m. local time, Monday through Friday, in English and French.

Website: www.gc.ca
E-mail: sitecanadasite@canada.gc.ca

 Deaf or hard of hearing callers with TTY/TDD can reach the Government of Canada by dialing 1-800-465-7735 toll-free.

Employment Insurance information

English: 1-800-206-7218 toll-free
French: 1-800-808-6352 toll-free

Social Insurance Number

Call 1-800-206-7218 toll-free for an application kit or visit your local Canada-Alberta Service Centre. Call the Alberta Career Information Hotline for the centre nearest you.

211 Non-Emergency Phone Service

In Edmonton or Calgary you can dial 211 and talk to an information and referral specialist who can connect you to a full range of non-emergency social, health and government services. This telephone service is available 24 hours a day, seven days a week. You can also access this information through the 211 website at www.211edmonton.info for Edmonton and www.211calgary.ca for Calgary.

The Alberta Career Information Hotline is a free career consulting and referral service provided by the Alberta government.

“Talk to a Career Advisor Today”

Hotline advisors are knowledgeable on a wide range of topics:

- Career Planning
- Educational Planning
- Occupations
- Work Search Skills
- The Workplace

The Hotline assists all Albertans, including job seekers, students, people in the workforce, employers, career practitioners and educators.



Call the Alberta Career Information Hotline

1-800-661-3753 throughout Alberta or
(780) 422-4266 In Edmonton



Deaf and hard of hearing callers with TDD units
call (780) 422-5283 in Edmonton or 1-800-232-7215
toll-free for message relay service.

Website: www.alis.gov.ab.ca/hotline

Fax: (780) 422-0372

E-mail: hotline@alis.gov.ab.ca

Hours of Service

Monday to Friday 8:15 a.m.–4:30 p.m.

Things change...

The information in *The Investigator* was current at the time of printing. If you have any changes or suggestions, see something we have missed or require more copies, contact the Alberta Career Information Hotline.

To order print copies, please contact:

Learning Resources Centre

12360–142 Street NW

Edmonton, AB T5L 4X9

Internet: www.alis.gov.ab.ca/careershop

Fax: (780) 422-9750

Telephone: (780) 427-5775

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